

Title (en)

METHOD AND APPARATUS FOR CUSTOMER SERVICE MANAGEMENT FOR A WIRELESS COMMUNICATION NETWORK

Title (de)

VERFAHREN UND VORRICHTUNG ZUR KUNDENDIENSTVERWALTUNG FÜR EIN DRAHTLOSKOMMUNIKATIONSNETZWERK

Title (fr)

PROCÉDÉ ET APPAREIL DE GESTION DE SERVICE CLIENT POUR RÉSEAU DE COMMUNICATION SANS FIL

Publication

**EP 3295637 A4 20180516 (EN)**

Application

**EP 16802557 A 20160601**

Priority

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- US 201562222582 P 20150923
- US 201615169091 A 20160531
- CN 2016084397 W 20160601

Abstract (en)

[origin: US2016352924A1] A method and system for providing Customer Service Management (CSM) a communication network, such as a 5G wireless communication network. The communication network provides at least one service involving one or more terminals serviced by the communication network. A CSM function is defined which is based upon said at least one service and customized to said at least one service, to provide service-customized CSM. CSM may provide service-based charging/billing, service-based context management, service-customized QoE control, service-customized network topology.

IPC 8 full level

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CPC (source: EP KR US)

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Citation (search report)

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BA ME

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**US 10200543 B2 20190205**; **US 2016352924 A1 20161201**; CN 108605032 A 20180928; CN 108605032 B 20200714; EP 3295637 A2 20180321; EP 3295637 A4 20180516; EP 3295637 B1 20200805; JP 2018521564 A 20180802; JP 6568956 B2 20190828; KR 102108878 B1 20200511; KR 20180014082 A 20180207; US 10721362 B2 20200721; US 2019149666 A1 20190516; WO 2016192634 A2 20161208; WO 2016192634 A3 20170126

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**US 201615169091 A 20160531**; CN 2016084397 W 20160601; CN 201680031762 A 20160601; EP 16802557 A 20160601; JP 2017562288 A 20160601; KR 20177037754 A 20160601; US 201816225552 A 20181219